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PERSONNEL

STATINTL



7. GRIEVANCE SYSTEMS. This regulation is issued under section 8 of Public Law 81-110 as amended (50 U.S.C.A. 403j) and sets forth basic rules applicable to employees in presenting a grievance to Agency management.

a. POLICY. The Agency will create conditions of employment and a working environment conducive to employee satisfaction and to effectiveness in the accomplishment of the Agency's mission. It is Agency policy that employees have the opportunity to present job-related grievances with freedom from restraint, coercion, or reprisal, and that the Agency grievance system provide for the prompt, competent, and just consideration of such grievances. Insofar as possible, the resolution of grievances will be accomplished informally and at the lowest appropriate administrative level. Because the circumstances of grievance appeals, the investigative action, and the appeals process vary with each situation, time frames for resolution are not established in

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this regulation. Persons concerned in the grievance process at all levels are responsible for acting as promptly as possible while insuring complete and objective review and determination.

b. DEFINITION. A grievance is an oral or written request by an employee, or a group of employees acting as individuals, for relief from dissatisfaction with working conditions or other matters subject to the control of Agency management.

c. PROCEDURES

(1) Employees are expected to seek a solution to a grievance informally and have the right to seek advice or to discuss the possible grievance with Agency officials other than the immediate supervisor should they wish to do so. Normally, grievances will be presented in accordance with the internal procedures specified by each component.

(2) An employee dissatisfied with attempts to informally resolve a grievance may initiate formal grievance procedures. The employee must then submit the grievance

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in writing in accordance with component grievance system procedures, providing sufficient detail to (a) establish the basis for the grievance and (b) establish the specific relief requested. A deciding officer, as established by each component grievance system, will attempt to resolve the matter and advise the employee in writing of the findings.

(3) When the component grievance procedure fails to satisfy the employee, the employee concerned has the right to request the Director of Personnel to conduct a review. The Director of Personnel will evaluate the grievance, the efforts taken to settle the grievance, and will present written recommendations to the employee and the deciding official of the component. This report will provide an independent assessment of the issues, and where possible, suggest new actions which might be taken toward a settlement.

(4) Employees may appeal the deciding official's decision through the Inspector General to the Director of Central Intelligence. The Inspector General will conduct

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an inquiry of a nature and scope appropriate to the issues involved in the grievance. A report of findings and recommendations will be submitted to the Director of Central Intelligence who upon consideration of the entire record will render a decision which will be final.

d. RESPONSIBILITIES

(1) The Director of Central Intelligence is the deciding official under formal grievance procedures on any appeal of an employee grievance.

(2) The Inspector General will receive and review all formal grievance appeals referred to that Office and forward them with recommendations to the Director of Central Intelligence for final decision. The Inspector General will review any grievance received directly from an employee, without regard to the normal chain of command. This direct channel to the Inspector General is not meant to discourage the use of the normal chain of command but is intended to provide an alternative where normal procedures in the opinion of the aggrieved employee would be futile or

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counterproductive.

(3) Deputy Directors and Heads of Independent Offices will establish uniform grievance procedures for their components consonant with the provisions of this regulation.

(4) The Director of Personnel, upon request from the employee concerned, will review employee grievances under formal grievance procedures to determine possible alternative solutions when a satisfactory adjustment is not reached within the employee's component. Employees may also request the Director of Personnel's advice and guidance concerning informal grievances.

(5) Supervisors are responsible for processing properly presented grievances promptly and fairly.